



**BUSINESS SERVICE ASSISTANT  
(SPECIALIST)  
DEPARTMENT OF CONSUMER AFFAIRS**

**DEPARTMENTAL-PROMOTIONAL  
EXAMINATION**



[www.dca.ca.gov](http://www.dca.ca.gov)

The Department of Consumer Affairs provides equal employment opportunities to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

It is an objective of the State of California to achieve a drug-free work place. The use of illegal drugs is against state and federal laws, rules governing civil service and violates the special trust placed in public servants. Applicants for state employment are expected to be drug-free.

**HOW TO APPLY**

Please submit an application (STD 678) to the address indicated below. **DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD.**

**NOTE:** All applications must include: "to" and "from" dates (month/day/year); time base; and civil service class titles. **Applications received without this information will be rejected.** Resumes will not be accepted in lieu of a completed State Application, Form STD 678.

**MAIL TO:**

Department of Consumer Affairs  
Attn: Selection Services (Reba Dillon)  
PO BOX 980428  
West Sacramento, CA 95798-0428

**HAND DELIVER TO:**

Department of Consumer Affairs  
Attn: Selection Services (Reba Dillon)  
1625 N Market Blvd, Suite N321  
Sacramento, CA 95834

**SPECIAL TESTING  
ARRANGEMENTS**

If you have a disability and need special testing arrangements, mark "yes" on Question #2 on the Examination and/or Employment Application. The Selection Services Unit will contact you to make special testing arrangements. Telecommunications Device for the Deaf (TDD) number is (916) 322-1700 or 1 (800) 735-2929.

**WHO MAY APPLY**

Applicants must have a permanent civil service appointment with the Department of Consumer Affairs or meet the provisions of the State Personnel Board Rules 234 or 235 by the final filing date in order to take this examination (applicants who qualify under Government Code Sections 18990 and 18992 may also apply).

**FINAL FILE DATE**

**May 12, 2008.**

State Applications (STD. 678) **must be POSTMARKED** no later than the final filing date. Applications postmarked, personally delivered, or received via interagency mail **after** the final filing date **will not** be accepted for any reason. Applications must have an original signature; therefore, faxed applications will not be accepted for any reason.

**SALARY RANGE**

\$2,495 - \$3,708

**REQUIREMENTS  
FOR ADMITTANCE  
TO THE  
EXAMINATION**

It is your responsibility to make sure you meet the education and/or experience requirements stated on this announcement on the date you submit your application. **Your signature on your application indicates that you have read, understood, and possess the basic qualifications required.**

Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either" I, "or" II, etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.

**SEE REVERSE FOR ADDITIONAL INFORMATION**

**MINIMUM  
QUALIFICATIONS****Either I**

One year of experience in the California state service performing duties comparable to those of an Office Assistant (General), Range B, or Management Services Assistant.

**Or II**

One year of experience in a technical capacity with responsibility for one or a combination of business service activities such as accountability and maintenance of office and industrial equipment, major building maintenance, managing of major commercial properties, or fiscal management and accountability of office and industrial property. [Experience in California state service applied toward this requirement must include one year performing the duties of a class comparable to Office Assistant (General), Range B.]

**POSITION  
DESCRIPTION**

This is the entry, developmental and first (Specialist) working level in the series. While in a trainee capacity, incumbents work under close supervision and learn to perform a variety of technical and analytical business service activities. As their skills and abilities develop, incumbents are expected to perform with increasing independence. Fully trained incumbents may, under supervision, independently perform technical business service work of a routine nature in a variety of functions; assist in the performance of more difficult and complex technical business service work; or be assigned responsibility for one or more of the least complex business service functions which are Equipment and Supplies Management, Support Services and Building Maintenance. (Analytical business service work performed at this level is described as that which would otherwise be appropriate Management Services Technician).

Positions at this level are nonsupervisory but may serve as lead over lower level clerical and other staff. Positions are permanently allocated to this class when the major portion of the duties do not include independent responsibility for the more difficult and complex assignments found at the Business Service Officer I (Specialist ) level.

**EXAMINATION  
INFORMATION****QUALIFICATIONS APPRAISAL - WEIGHTED 100%**

**This examination will consist of a Qualifications Appraisal Panel Interview weighted 100%.** In order to obtain a position on the eligible list, a minimum rating of 70% must be attained in the interview. ***Candidates who do not appear for the interview will be disqualified.***

It is anticipated that the interviews will be held in June/July 2008.

**EXAMINATION  
SCOPE**

The Qualifications Appraisal Panel will assess each competitor's knowledge, skills and abilities in some or all of the areas listed below.

**Knowledge of:**

1. English grammar and punctuation.
2. Principles and practices of public administration.
3. Financial record keeping.
4. Office and automotive equipment and supplies.

**Ability to:**

1. Communicate effectively.
2. Learn rapidly.
3. Follow directions.
4. Analyze data accurately.
5. Reason logically.
6. Maintain the confidence and cooperation of those contacted during the course of work.
7. Utilize good work habits.

**SEE REVERSE FOR ADDITIONAL INFORMATION**

**ELIGIBLE LIST  
INFORMATION**

A departmental promotional list will be established for the Department of Consumer Affairs. The list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

**VETERANS  
PREFERENCE  
POINTS**

Veteran's preference credit **is not** granted in promotional exams.

**QUESTIONS**

If you have any questions concerning this announcement, please contact the Department of Consumer Affairs, Selection Services & Recruitment Unit at (916) 574-8361

**GENERAL INFORMATION**

**The Department of Consumer of Affairs** reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

**It is the candidate's responsibility** to contact the Department of Consumer Affairs Selection Services Unit at **(916)574-8361** three weeks after the final file date if a progress notice is not received.

**If the candidate's notice of exam** fails to reach the competitor prior to the written test or interview date due to a verified postal error, the competitor **may be** rescheduled upon written request.

**Applications are available at:** State Personnel Board offices, local Employment Development Department offices, the Department of Consumer Affairs and at [www.spb.ca.gov](http://www.spb.ca.gov).

**If you meet the requirements** stated on this examination bulletin, you may take this examination. Possession of the entrance requirements does not assure success in the exam or placement on the employment list.

**Examination Locations:** Test locations are determined by the number of candidates and are limited or extended as conditions warrant. This examination will be scheduled in Sacramento.

**Promotional Examinations Only:** Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances other employees (*i.e. former Department employees or current employees on TAU, T&D, and LT status*) may be allowed to compete under the provisions of SPB Rules 234, 235, 235.2. SPB Rules 233, 234, 235, 235.2 and 237 contain provisions regarding civil service status and eligibility for promotional examination. These rules may be reviewed at departmental personnel offices or the SPB.

**Employment lists:** Employment lists are established by competitive examination and are used in the following order, regardless of list date: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, and 6) open. The oldest dated list will be used first. All lists will expire in one to four years unless otherwise stated on this bulletin.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others. Competitors must be in a state of health consistent with the ability to perform the essential functions of the duties assigned to the class. A medical examination may be required. In open examinations, investigation of employment records, personal history, and fingerprinting may be required.